

Title (en)

Method and apparatus for intelligent call handling

Title (de)

Verfahren und System für die intelligente Gesprächsabwicklung

Title (fr)

Méthode et appareil pour la manipulation intelligente d'appels

Publication

EP 1021027 A3 20020710 (EN)

Application

EP 99310210 A 19991217

Priority

US 21949598 A 19981223

Abstract (en)

[origin: EP1021027A2] A call is answered by an automated call answering system. The system generates an intelligent beep (I-Beep), which is a distinct human and machine recognizable tone indicating intelligent call handling capability. If the caller is human, the I-Beep is a signal that the caller may enter commands to request that the intelligent system perform advanced operations beyond simply recording a message. If the caller is employing an intelligent system, the I-Beep is a signal to the calling system that it may respond with an indication that an intelligent device is listening in. The two systems may then engage in some form of data exchange. The I-Beep protocol may be used between the two systems to exchange data such as personal information, photos, web home page addresses, etc. When a call is placed by an intelligent call handling system, the system generates an I-Beep to determine whether the called system has intelligent call handling capability. An affirmative response from the called system may initiate an exchange of data between the two systems. <IMAGE>

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IPC 8 full level

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CPC (source: EP)

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Citation (search report)

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